


## Communicating over the Internet

### Objectives


- ▶ Set up Internet security
- ▶ Protect your Internet privacy
- ▶ Protect your Internet identity
- ▶ Create a .NET Passport
- ▶ Browse the Web with MSN Explorer
- ▶ Send and receive instant messages
- ▶ Communicate with others
- ▶ Share graphical content
- ▶ Get remote assistance

Windows XP makes communicating with other computers over the Internet more secure and easier than ever. It includes Control Panel utilities that allow you to set security and privacy settings, and accessories that allow you to connect to other computers and to the Internet, communicate with users on other computers, collaborate with others during online conferences, and ask for or get remote online assistance from a contact. This unit shows you how to set up Internet security and privacy settings and how to use Windows communication features such as MSN Explorer and Windows Messenger, which are useful for home and business.  John Casey, the owner of Wired Coffee Company, recently purchased a computer so he can work from home. He wants to take advantage of Windows communications features for his business.





# Setting up Internet Security

Windows provides Internet security options to prevent users on the Internet from gaining access to personal information without your permission, such as credit card information while you shop online, and to protect your computer from unsafe software downloaded or run from the Internet. Internet security is divided into zones, to which you can assign different levels of security. There are four security zones: Internet, Local intranet, Trusted sites, and Restricted sites. See Table I-1 for a description of each security zone. When you access a Web page or download content from the site, Internet Explorer checks its security settings and determines the Web site's zone, which you can see on the right side of the Internet Explorer status bar. All Internet Web sites are assigned to the Internet zone until you assign individual Web sites to other zones. In addition to security zones, you can also control the Web content that appears on your computer with the Content Advisor. The **Content Advisor** allows you to prevent access to Web sites that contain material you deem inappropriate, such as language or violence, and to create a supervisor password to prevent other users from making changes to the settings, which is a helpful content security system for children.  John wants to check the security settings on his computer.

## Steps 1 2 3 4

1. Click the **Start button** on the taskbar, click **Control Panel**, click **Switch to Classic View** if necessary, then double-click the **Internet Options icon**  in the Control Panel window. The Internet Properties dialog box opens, displaying the General tab.

2. Click the **Security tab**


The Security tab appears, displaying the Internet zone and its current security level, as shown in Figure I-1. You move the slider up for a higher level of security or down for a lower level of security. The security levels are: High, Medium, Medium-low, and Low. If a security level doesn't meet all your needs, you can customize it for a selected zone. Simply click Custom Level on the Security tab, select the settings you want to disable, enable, or prompt for a response, then click OK.

### Trouble?

If the slider is not available, click Default Level to change the security level to Medium and display the slider.

3. Drag the slider up or down to adjust the security level, then click **Yes** if a Warning message dialog box opens

A detailed description appears next to the security level, which changes when you change the security level.

4. In the Web content zone box, click the **Trusted sites icon** 

The security level for Trusted sites appears, in which you can add and remove your own trusted sites or change custom security level settings.

5. Click the **Content tab**

The Content tab appears, displaying settings to control Internet content, protect your Internet identity, and create a personal profile.

### QuickTip

To create a password to change Content Advisor settings, click the General tab in the Content Advisor dialog box, click Create Password, type and confirm a password and related hint as indicated, then click OK.

6. In the Content Advisor section, click **Enable**

The Content Advisor dialog box opens, displaying the Ratings tab with current rating levels for the RSACi (Recreational Software Advisory Council on the Internet) Language category, as shown in Figure I-2. You can select any of the categories to change their rating levels independently of the others. The higher the rating level (0 through 5), the more restrictive access to Web sites becomes.

7. Drag the slider to adjust the content rating level

When you change the rating level, the detailed description below the rating level changes.

8. Click **Cancel** in the Content Advisor dialog box, then click **Cancel** in the Internet Properties dialog box

FIGURE I-1: Internet Properties dialog box with Security tab

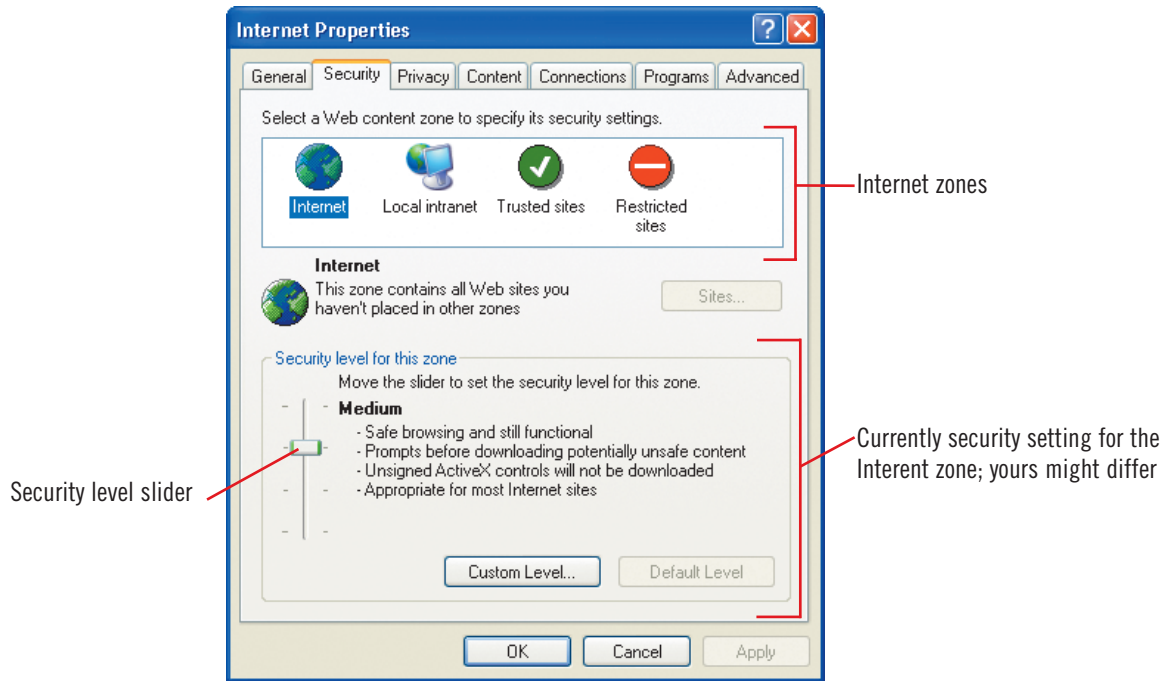


FIGURE I-2: Content Advisor dialog box

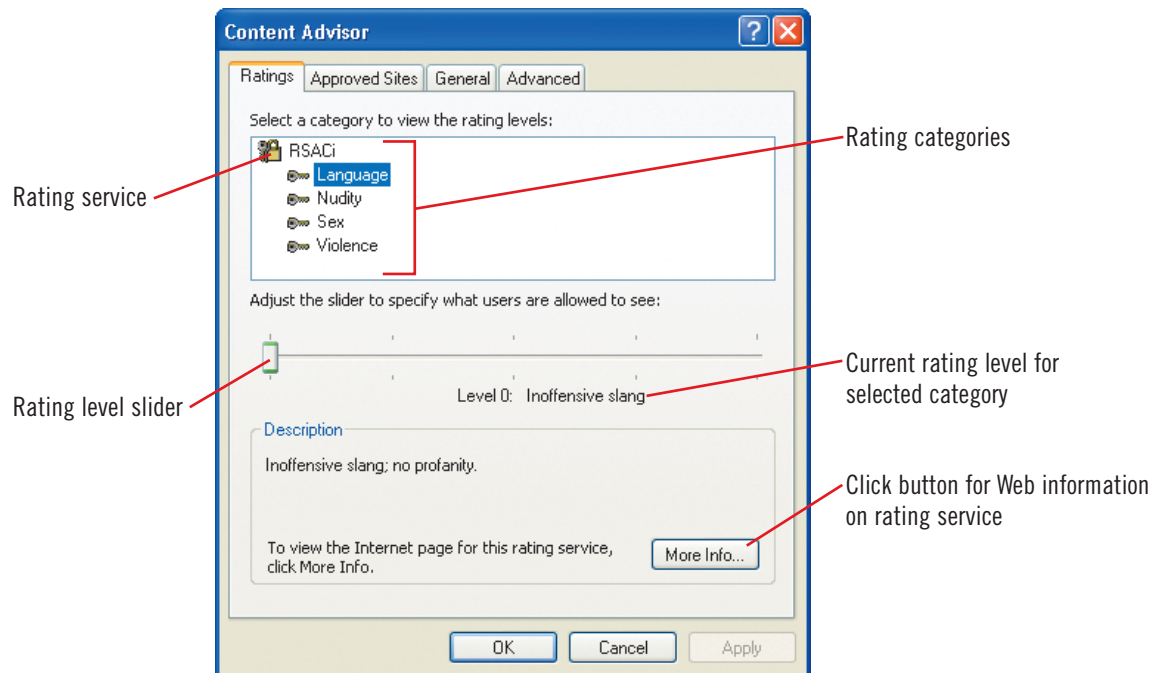



TABLE I-1: Security zones

zone	description	default setting
Internet	Contains all Web sites that are not assigned to any other zone	Medium
Local intranet	Contains all Web sites that are on your organization's intranet and don't require a proxy server	Medium
Trusted sites	Contains Web sites that you trust not to threaten the security of your computer	Low (allows all cookies)
Restricted sites	Contains Web sites that you believe threaten the security of your computer	High (blocks all cookies)



# Protecting Your Internet Privacy

When you browse the Internet, you can access and gather information from Web sites, but Web sites can also gather information about you without your knowledge unless you set up Internet security on your computer. You can set Internet privacy options to protect your personal identity from unauthorized access. When you visit a Web site, the site creates a **cookie** file, known as a **first-party cookie**, which stores information on your computer, such as your Web site preferences or personal identifiable information including your name and e-mail address. Not all cookies are harmful; many first-party-cookies save you time re-entering information on a return visit to a Web site. However, there are also **third-party cookies** such as advertising banners, which are created by Web sites you are not currently viewing. Once a cookie is saved on your computer, only the Web site that created it can read it. The privacy options allow you to block or permit cookies for Web sites in the Internet zone; however, when you block cookies, you might not be able to access all the features of a Web site. When a Web site violates your cookie policy, a red icon appears on the status bar. To find out if the Web site you are viewing in Internet Explorer contains third-party cookies or if any cookies have been restricted, you can get a privacy report. The privacy report lists all the Web sites with content on the current Web page and shows how all the Web sites handle cookies.  John wants to check the privacy settings on his computer and get a privacy report for a Web page.

## Steps 1 2 3 4

### QuickTip

To delete all the cookies currently on your computer, click the General tab, click Delete Cookies, then click OK.

1. In the Control Panel window, double-click the **Internet Options icon** 

The Internet Properties dialog box opens, displaying the General tab.

2. Click the **Privacy tab**

The Privacy tab appears, displaying a slider in which you can select a privacy setting for the Internet zone, as shown in Figure I-3. You move the slider up for a higher level of privacy or down for a lower level of privacy.

3. Drag the slider to adjust the privacy setting

When you change your privacy settings, a detailed description appears next to the level. When you apply the privacy changes, they might not affect cookies that are already on your computer, but they will affect any new ones. If you set the privacy level to a high setting, which blocks all or most cookies, or a low setting, which blocks only a few or no cookies, you can click Edit in the section below to override cookie handling for individual Web sites.

4. Click **Cancel** to close the Internet Properties dialog box without making changes

You return to the Control Panel window.

5. Click the **Start button** on the taskbar, then click **Internet** (with Internet Explorer in gray below it) in the left column of the Start menu

Internet Explorer opens, displaying your home page.

### QuickTip

To view a Web site's privacy policy summary, select a Web site in the Privacy Report dialog box, then click Summary.

6. Click **View** on the menu bar, then click **Privacy Report**

The Privacy Report dialog box opens, displaying all the Web sites associated with the current Web page and their handling of cookies, as shown in Figure I-4.

7. Click **Close** to close the Privacy Report dialog box, then click the **Close button** on the Internet Explorer window

Internet Explorer closes.

FIGURE I-3: Internet Properties dialog box with Privacy tab

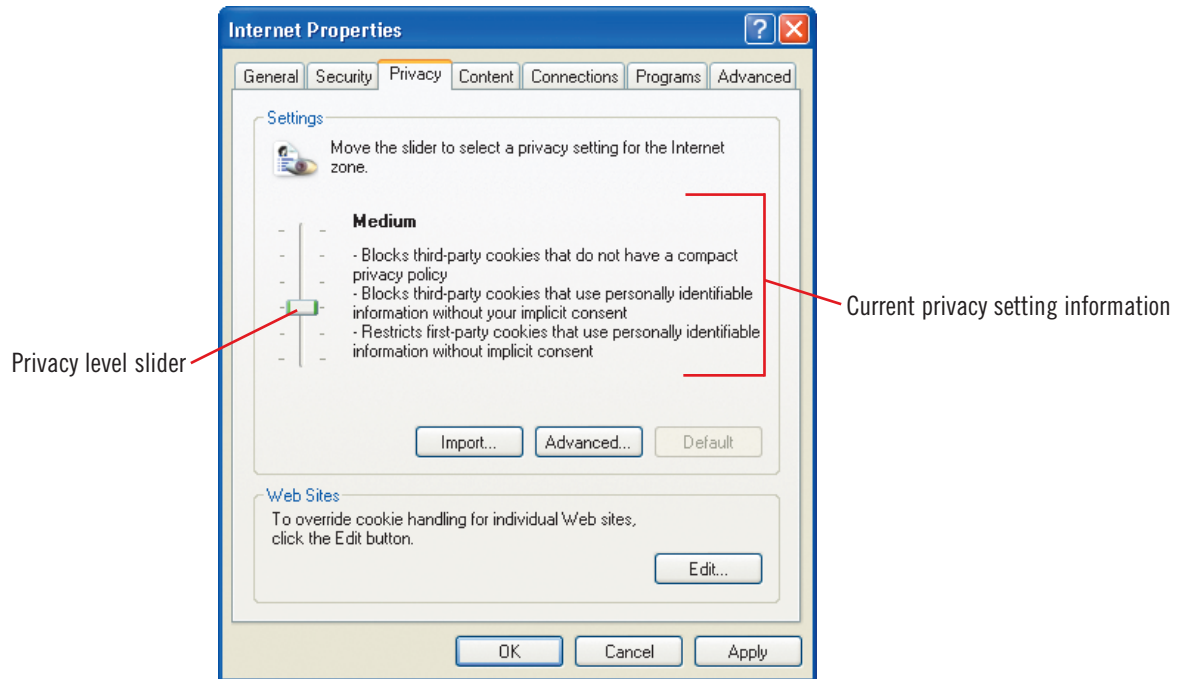
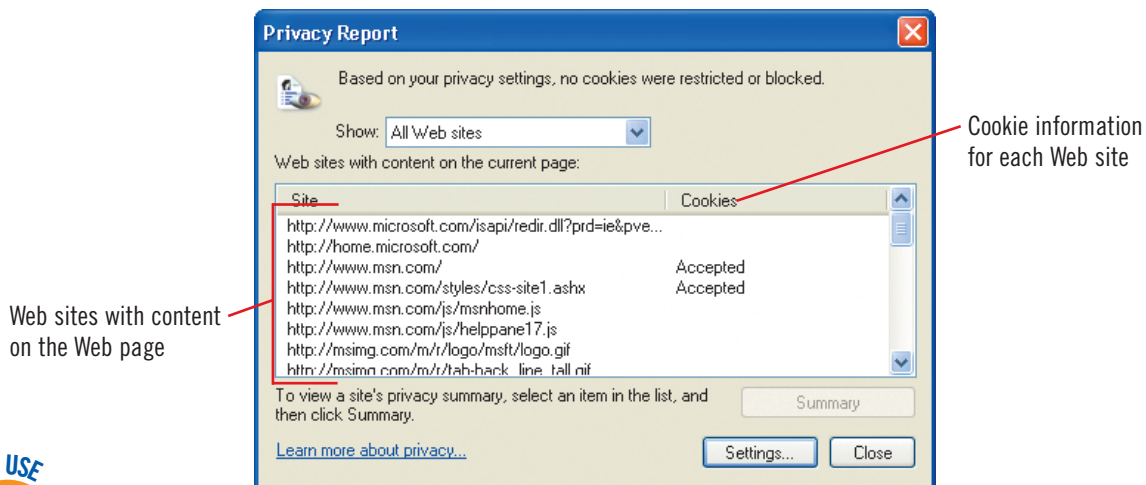



FIGURE I-4: Privacy Report dialog box



## Protecting your computer from the Internet


When you connect to the Internet, you can access Web sites and information on the Internet, but others on the Internet can also access information on your computer. You can prevent this by activating Internet Connection Firewall (ICF), another security layer of protection. A **firewall** is a security system that creates a protective barrier between your computer or network and others on the Internet. ICF is software that monitors all communication between your computer and the Internet and prevents unsolicited inbound traffic from the Internet from entering your private computer. ICF discards all unsolicited communications from reaching your computer unless you specifically allow it to come through. If your

computer is directly connected to the Internet, you should activate ICF. If you are using Internet Connection Sharing (ICS) on your network to provide Internet access on multiple computers, you should activate ICF on the ICS computer only, otherwise it might create network communication problems. To set up an ICS, double-click the Network Connections icon  in the Control Panel window, right-click your Internet connection icon, click Properties on the shortcut menu, click the Advanced tab in the Properties dialog box if necessary, click the Protect my computer and network by limiting or preventing access to this computer from the Internet check box to select it if necessary, then click OK.




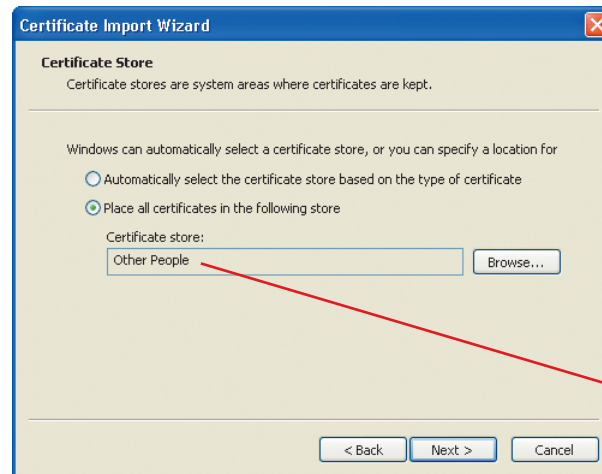


# Protecting Your Internet Identity

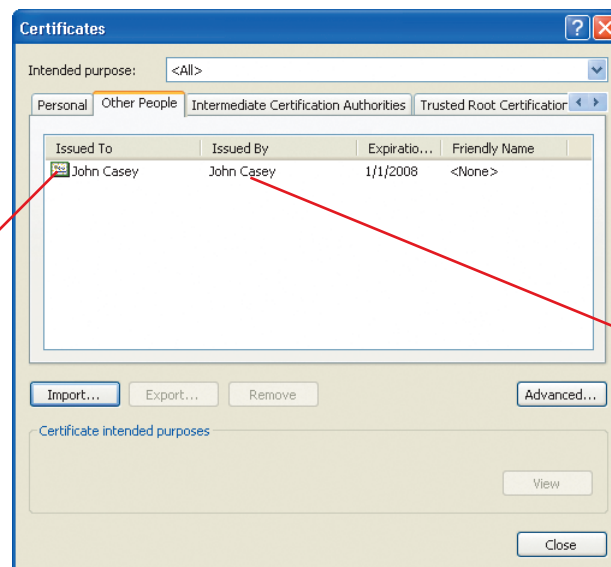
To further protect your privacy, you can use certificates to verify your identity and protect important information, such as your credit card number, on the Internet. A **certificate** is a statement verifying the identity of a person or the security of a Web site. You can obtain your personal security certification from an independent Certification Authority (CA). A personal certificate verifies your identity to a secure Web site that requires a certificate, while a Web site certificate verifies its security to you before you send them information. When you visit a secure Web site (one whose address may start with “https” instead of “http”), it automatically sends you its certificate, and Internet Explorer displays a lock icon on the status bar. A certificate is also known as a **Digital ID** in other programs, such as Microsoft Outlook or the Address Book.  John wants to check the privacy settings on his computer and import a certificate he issued to himself.

## Steps 1 2 3 4

1. In the Control Panel window, double-click the **Internet Options icon**   
The Internet Properties dialog box opens, displaying the General tab.
2. Click the **Content tab**, then click **Certificates**  
The Certificates dialog box opens, displaying the Personal tab. The Personal tab stores your individual certificates, while the other tabs store certificates based on the purpose on the tab. You want to insert a certificate issued by John Casey. The certificate in this example is for example purposes only and not issued by a certification authority. Since the certificate is not yours and not issued by a CA, you want to import and store it under the Other People tab.
3. Click the **Other People tab**, click **Import** to start the Certificate Import Wizard, then click **Next**  
The next Certificate Import Wizard dialog box appears, asking you to specify the certificate file you want to import.
4. Click **Browse**, navigate to the drive and folder where your Project Files are located, double-click the file **JohnCasey.cer**, then click **Next**  
The next Certificate Import Wizard dialog box appears, asking you to specify the location in which you want to place the certificate, as shown in Figure I-5. The Other People option is selected.
5. Click **Next** to display a summary screen, click **Finish**, then click **OK** in the successful import message box  
The John Casey certificate appears in the Certificates dialog box, as shown in Figure I-6. To obtain a personal certificate, find a certification authority on the Trusted Root Certification Authorities tab in the Certificates dialog box or search for one on the Internet. The certification authority works with you to create the certificate file and import it to your computer.
6. Double-click the **John Casey certificate**  
The Certificate dialog box opens, as shown in Figure I-7, displaying information about the specific certificate, including its trustworthiness and the date until which it's valid.
7. Click **OK** to close the Certificate dialog box, click the **John Casey certificate** to select it if necessary, click **Remove**, then click **Yes** in the message box to confirm the deletion
8. Click **Close** to close the Certificates dialog box, then click **Cancel** to close the Internet Properties dialog box without making changes  
You return to the Control Panel window.

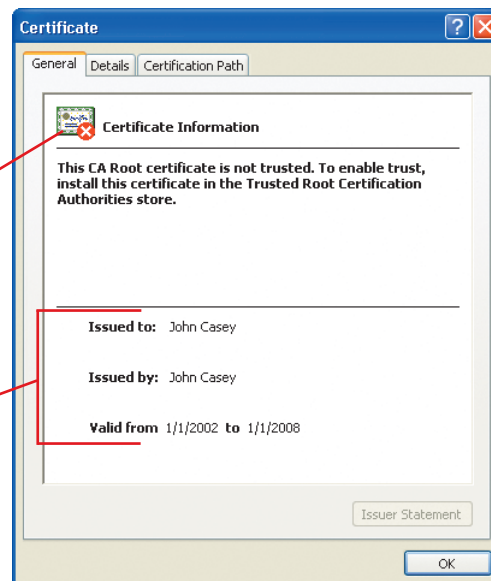
**FIGURE I-5: Certificate Import Wizard dialog box**

Stores imported certificate  
in the Other People lab

**FIGURE I-6: Certificates dialog box**

Personal certificate  
for John Casey

Certificate issued by John Casey,  
not a Certification Authority




**FIGURE I-7: Certificate dialog box**

Certificate not trusted

Certificate information



# Creating a .NET Passport

Microsoft .NET Passport is an online service that makes it possible for you to use your e-mail address and a single password to securely sign in to any participating .NET Passport Web site or service around the world. It also enables you to make faster and more secure online purchases with .NET Passport **wallet**, which is a single place to securely store personal financial information, such as your credit card number. The .NET Passport wallet uses certificates issued by a trusted certification authority to keep transactions secure. Each user on a computer must have a .NET Password to access all MSN Internet Access Web sites and use MSN related software, such as MSN Explorer and Windows Messenger. You use the .NET Passport Wizard to help you quickly associate a .NET Password to any existing e-mail address or create one while you sign up for a free MSN or Hotmail e-mail account. Once you create a .NET Passport, you can quickly sign in at any participating Web site by clicking the .NET Passport button  or sign in when you start MSN related software, such as MSN Explorer and Windows Messenger. When you finish working with a participating Web site, you can click  to sign out.  John creates a .NET Password so that he can use MSN Explorer and Windows Messenger.

## Steps 1234



*If you already have a .NET Passport, you can skip this lesson.*

1. In the Control Panel window, double-click the **User Accounts icon** .

The User Accounts window opens.

### Trouble?

If you have an existing Passport and want to change it, click Change my .NET Passport, then continue with Step 3.

2. Depending on your network setup, click your user account, then click **Set up my account to use a .NET Password**, or click the **Advanced tab**, then click **.NET Password Wizard**.

The .NET Passport Wizard dialog box opens, as shown in Figure I-8.

3. Read the welcome information, then click **Next**.

The next .NET Passport Wizard dialog box appears, as shown in Figure I-9, asking if you have an e-mail account. In most cases, you'll already have an e-mail account.

### Trouble?

If you don't have an e-mail address, click the No, I would like to open a free MSN.com e-mail account now option button, click Next, follow the instructions to create one, then skip to Step 9.

4. Click the **Yes option button** if necessary, then click **Next**.

The next .NET Passport Wizard dialog box appears, asking you to enter an e-mail account.

5. Type your e-mail address, click **Next**, type a password as indicated, then click **Next**.

If you used an existing Hotmail or MSN address, click Finish, then skip to Step 9. The next .NET Passport Wizard dialog box appears, asking you to choose and answer a secret question, which is a security measure put in place for identification purposes when you want to make changes to your password.

6. Click the **Secret Question list arrow**, click a question, type the answer in the Answer text box, then click **Next**.

The next .NET Passport Wizard dialog box appears, asking you to indicate the region where you live.

7. Specify the Country/Region, State, and ZIP Code where you live, then click **Next**.

The next .NET Passport Wizard dialog box appears, asking you to accept or decline the MSN Terms of Use agreement to use the service.

8. Click the **I accept the agreement option button**, click **Next**, select the check boxes with the type of information you want to share with participating sites, click **Next**, then click **Finish**.

The User Accounts window appears with the .NET Passport added to the account.

9. Click the **Close button** in the User Accounts and Control Panel windows.

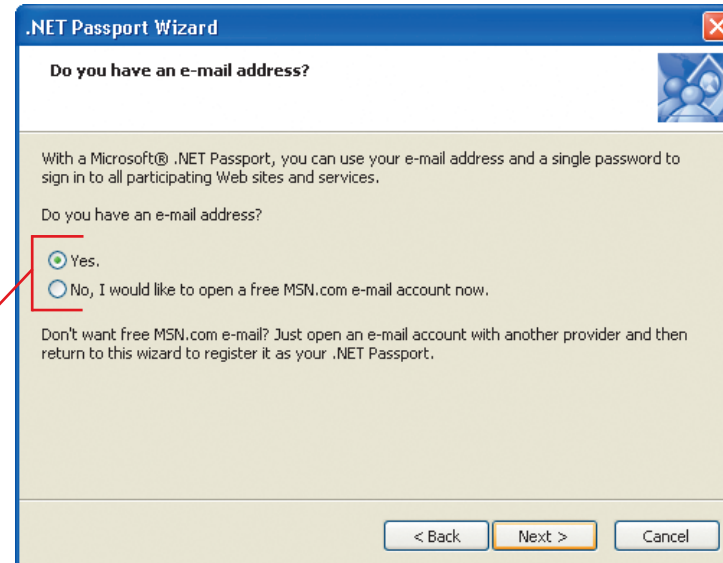


FIGURE I-8: .NET Passport Wizard dialog box welcome screen



Click link to view the Microsoft privacy policy

FIGURE I-9: .NET Passport Wizard dialog box



Click the option that applies to you



## Making changes to a .NET Passport


You can find out more about .NET Passport and a directory of participating Web sites by visiting the Microsoft .NET Passport Web site at [www.passport.com](http://www.passport.com). At the Web site, you can click the Member Services link to change your .NET Passport information, reset your password, and find out answers to frequently asked questions. You can also access the Web site from your account in the User Accounts window. In User Accounts, you can also delete a .NET Passport association with a user account. To delete the association, open your user account in the User Accounts window, click Manage my network passwords in the task pane, select your e-mail address or Passport.Net, click Remove, click OK, then click Close. This doesn't delete the .NET Passport, just

the association with the user account. To delete a .NET Passport, you need to close your MSN Hotmail or MSN e-mail account or contact .NET Passport member services. For those who make online purchases, you can also find out how to store financial information in .NET Passport wallet, which helps you make faster, safer online purchases at any .NET Passport express purchase Web site. To create a .NET Passport wallet, click the Member Services link, click the Create or edit my .NET Passport wallet link, sign in if necessary, click Yes to create a certificate by a trusted certification authority, then follow the Web site instructions. When you want to make an online express purchase with .NET Passport, click [Passport.expresspurchase.net](http://Passport.expresspurchase.net).



## Windows XP

# Browsing the Web with MSN Explorer

MSN Explorer is Internet software you can use to browse the Web, send e-mail and instant messages to friends, listen to music, watch videos, and manage finances online. MSN Explorer combines Microsoft's Internet software technologies, such as Microsoft Internet Explorer, Microsoft Windows Media Player, and MSN Messenger Service, with its leading Web services, such as Hotmail and CNBC Money. You don't have to be an MSN member to use MSN Explorer, but you do need to have a Microsoft .NET Passport, which you can obtain when you associate an existing e-mail address with a User Account using the .NET Passport wizard, or sign up for a free Hotmail or MSN e-mail account during the setup process. With MSN Explorer you can search the Web and access Web sites as in Internet Explorer.  John Casey wants to learn about the capabilities of MSN Explorer.

## Steps 1234



**If MSN Explorer is not installed on your computer, install it from the Internet at [www.explorer.msn.com](http://www.explorer.msn.com). Your steps may vary.**

### Trouble?

If a message dialog box appears asking you to use MSN Explorer on the Start menu, click the Don't show me this message again check box to select it, then click No.

### QuickTip

To display or hide the status bar on the bottom of the window, press [Ctrl][Shift][S].

### Trouble?

If a survey appears the first time you display MSN Hotmail, scroll down to the bottom, then click Continue as necessary to complete it.




1. Click the **Start button** on the taskbar, point to **All Programs**, click **MSN Explorer**, then sign in to MSN at the MSN Explorer Welcome screen with your name and password if necessary. When you start MSN Explorer for the first time, a light blue Welcome screen appears, asking you to customize the program, and create an MSN account and sign in if necessary. The MSN Explorer window opens, displaying the MSN home page. At the top of the MSN Explorer window is a toolbar with buttons listed in Table I-2.
2. Click **Help & Settings** on the title bar. The MSN Member Center Web site appears, where you can change account information, add new users, and personalize your MSN settings, as shown in Figure I-10.
3. Click the **Address bar** under the toolbar, type **[www.windowsmedia.com](http://www.windowsmedia.com)**, then press [Enter]. The MSN WindowsMedia.com Web site appears where you can play music, movies, radio, and other media. You can also click the Music button on the toolbar to play other music selected by MSN and create a music favorites list.
4. Click links as necessary to start a streaming media clip, then click the **Close button** in any window that opens. The music video or movie plays in a small Windows Media Player window in the lower-left corner of the MSN Explorer until you stop it. You can browse the Web and still continue to play the media.
5. Click the **E-mail button**  on the toolbar, then click **No** if necessary to avoid copying your address book from Outlook Express to MSN. The MSN Hotmail Web site appears, from which you can send, receive, and manage your e-mail messages, as shown in Figure I-11.
6. Click the **Stop button** on the Windows Media Player, then click the **Money button**  on the toolbar. The MSN Money CNBC Web site appears where you can manage your finances online, including investments, banking and bills, taxes, insurance, savings, and loans.
7. Click **My Calendar**  in the left pane, then click **Yes** in the message box if necessary. The MSN Calendar Web site appears. You can create your own online calendar in which you can add new appointments and tasks and set reminders.
8. Click **Sign Out** on the title bar to sign out of MSN and close the MSN Explorer window, then click the **Close button** in the Welcome MSN Explorer window.

FIGURE I-10: MSN Explorer window with Help &amp; Settings



FIGURE I-11: MSN Explorer window with MSN Hotmail

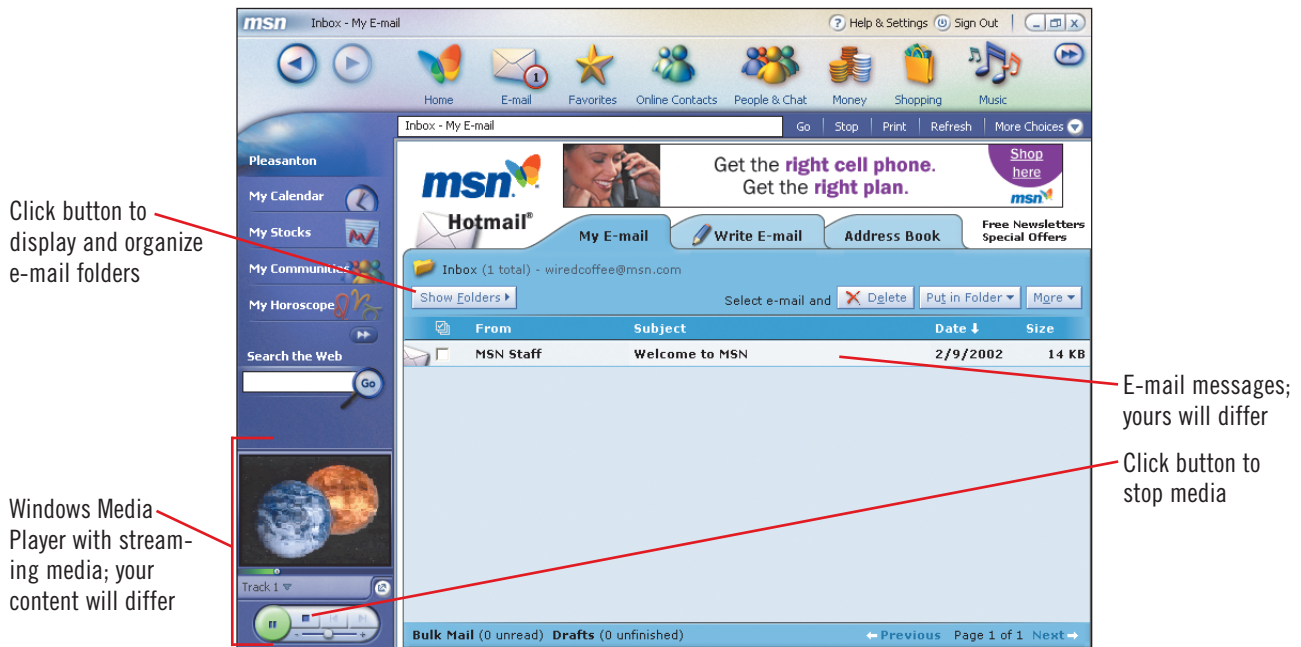



TABLE I-2: MSN Explorer toolbar buttons

button	used to	button	used to
Home	Display your home page	Money	Manage your finances
E-mail	Send and receive e-mail	Shopping	Purchase goods and services online
Favorites	Access frequently used Web sites	Music	Play MSN selected music
Online Contacts	Send and receive instant messages	Games	Play Internet games
People & Chat	Participate in chats and online communities		



## Windows XP

# Sending and Receiving Instant Messages

You can use Windows Messenger to exchange instant messages with a designated list of contacts over the Internet. An **instant message** is an online typewritten conversation in real-time between two or more contacts. E-mail messages collect in an e-mail program and can be viewed at a later time, whereas instant messages require both parties to be online, and the communication is instantaneous. As you type an instant message, you can also insert graphical symbols called **emoticons**, such as a happy face, which help convey your emotions. The list of emoticons is available in the Conversation window. You and your contacts don't have to be MSN members to use Windows Messenger, but you both need a .NET Passport. You can have as many as 150 different contacts and include up to five people in a conversation.  John Casey wants to communicate with Holly Todd, a Wired Coffee stockholder, about the next stockholders' meeting, so he sends and receives instant messages.

## Steps 1234





*For the next four lessons, ask someone with Windows XP, an Internet connection, and the same version of Windows Messenger to start Windows Messenger and be signed in when you start this lesson.*

### QuickTip

To sign in with a different account, click File on the menu bar, click Sign Out, click the To sign in with a different account, click here link, enter your e-mail address and password, then click OK.

1. Click the **Start button** on the taskbar, point to **All Programs**, click **Windows Messenger**, then sign in to MSN if necessary

The Windows Messenger window opens. You can also double-click the Windows Messenger icon on the taskbar in the notification area to start the program, which appears as either  (if you're already signed in) or  (if you need to sign in).

2. Click **I want to** in the Actions pane if necessary to display more commands if necessary  
With the available commands, you have quick access to commonly performed tasks, such as add a contact. If your contact is already online and appears in Windows Messenger, skip Steps 3 and 4.

### QuickTip

To add someone from your Contacts list in Outlook Express 6 or later to the Windows Messenger, right-click the contact name, then click Set as Online Contact.

3. In the Actions pane, click **Add a Contact**, click the **By e-mail address or sign-in name option button** if necessary, then click **Next**

The Add a Contact Wizard dialog box appears, asking you for a contact's e-mail address, as shown in Figure I-12. If the wizard can't add the contact to your list, it provides an option to help you send an e-mail to your contact with information to help your contact get connected.

4. Type your contact's complete e-mail address, click **Next**, then click **Finish**

The Windows Messenger window appears, as shown in Figure I-13.


5. Double-click your contact in the list of contacts currently online

The Conversation window opens; in the status bar, Windows Messenger shows when the other person is typing, as well as the date and time of the last message you received.

### QuickTip

If you don't want to receive messages, you can change your status to one of many choices, such as Busy. In the Windows Messenger window, click File on the menu bar, point to My Status, then click a status option.

6. Click the **message box**, type a **message**, then click **Send**

The message appears in the Conversation window. To insert an emoticon in your message, click the Emoticon button  in the Conversation window, then click an icon.

7. Wait for a response, then continue to converse in this manner

The conversation appears in the Conversation window, as shown in Figure I-14.

8. Click the **Close button** on the Conversation window



FIGURE I-12: Add a Contact Wizard dialog box

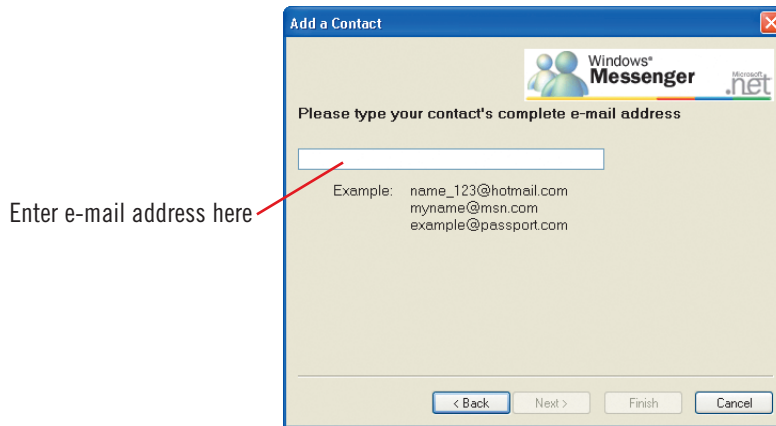


FIGURE I-13: Windows Messenger window

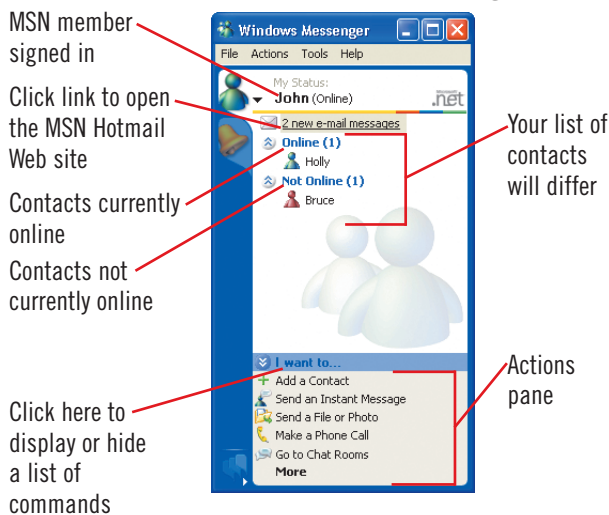
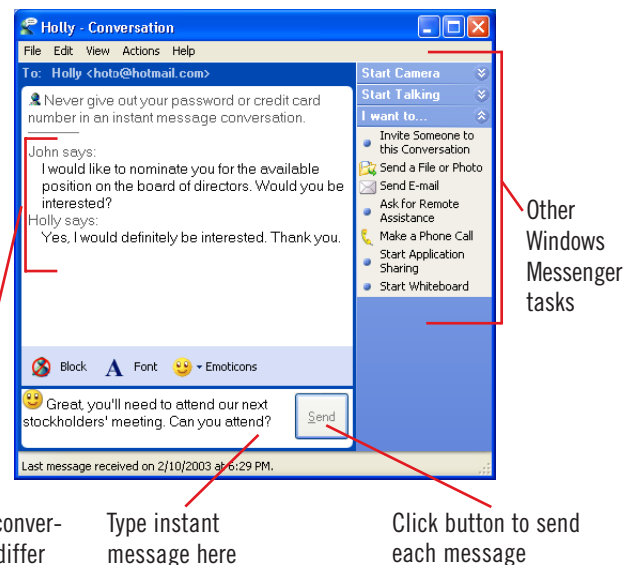




FIGURE I-14: Conversation window



## Sorting contacts by groups

As your Contacts List grows, you may want to organize them into groups. Windows Messenger makes it easy to organize your contacts into predefined groups and groups that you create. To display your contacts by groups, click **Tools** on the menu bar in the Windows Messenger window, point to **Sort Contacts By**, then click **Groups**. Four predefined groups appear by default: Coworkers, Family, Friends, and Other Contacts. To add a group, click **Tools** on the menu bar, then point to


**Manage Groups**. Click **Add a Group**, type a name, then press [Enter]. To delete or rename a group, click **Tools** on the menu bar, point to **Manage Groups**, point to **Delete a Group** or **Rename a Group**, then click a group. Once you have organized your groups, you can simply drag contacts from one group to another. To hide and display contacts in a group, click the **Up** button  and **Down** button  next to the group name.





## Windows XP

# Communicating with Others

When used with Windows XP, Windows Messenger provides state-of-the-art computer communications features. With Windows Messenger, you can talk to others over the Internet as you do on a regular phone, use video to see others and let others see you as you converse, share programs and files with others, and collaborate on documents and even share a whiteboard (a drawing canvas). Once you set up your computer hardware and software, you're ready to communicate over the Internet. You have two communication choices: audio only, and audio and video. With audio only, you speak into a microphone and hear the other person's response over your computer's speakers. With audio and video, you send video to others so they receive live images as well as sound. If the person you are calling doesn't have a video camera, they will see you, but you won't see them. If your computer is located on a network behind a firewall, you can communicate with people who are behind the same firewall, but you might not be able to communicate with those outside the firewall; check with your network administrator for details.  John wants to confer with Bruce Clemons, a Wired Coffee Company stockholder who lives in California, about a stockholders' meeting.

## Steps 1234



*In order to use the audio and video features of Windows Messenger, you need to have speakers, a microphone, and a video camera attached and installed on your computer. If you have only speakers and a microphone, you can complete part of the lesson. If you don't have any of the hardware, read the lesson without completing the steps to learn what is possible in Windows Messenger.*

### Trouble?

If the Audio and Video Tuning Wizard dialog box opens, follow the step-by-step instructions to select and test your media hardware.

1. In the Windows Messenger window, right-click the name of your online contact, then click **Start a Voice Conversation**

The Conversation window opens and sends an invitation to your online contact to have a voice conversation, as shown in Figure I-15.

2. Wait for an acceptance response from your online contact

3. When you receive an acceptance, start talking back and forth

As you converse, you can adjust the speaker balance and the volume left or right.

### Trouble?

If you and your contact don't have video cameras, skip to Step 7.

4. In the right pane of the Conversation window, click **Start Camera** and have your contact do the same if available

A video screen graphic appears in the right pane of the Conversation window without the live video until you accept the invitation to the video conversation.


5. Click the **Accept** link to have a video conversation, then start talking back and forth

Live video appears in the right pane of the Conversation window, as shown in Figure I-16.

6. Instruct your contact to click **Stop Camera** in the right pane of the Conversation window, then you click **Stop Camera**

A message appears in the message window indicating the video conversation has ended, and the video screen closes, but the audio connection remains until you stop it.

### QuickTip

To block a contact from seeing or contacting you, click the Block button  in the Conversation window.

7. Instruct your contact to click **Stop Talking** in the right pane of the Conversation window, then you click **Stop Talking**

When you end the voice conversation, all audio and any video stops.

8. Click the **Close button** on the Conversation window

The Conversation window closes and the Windows Messenger window appears.

FIGURE I-15: Conversation window with audio

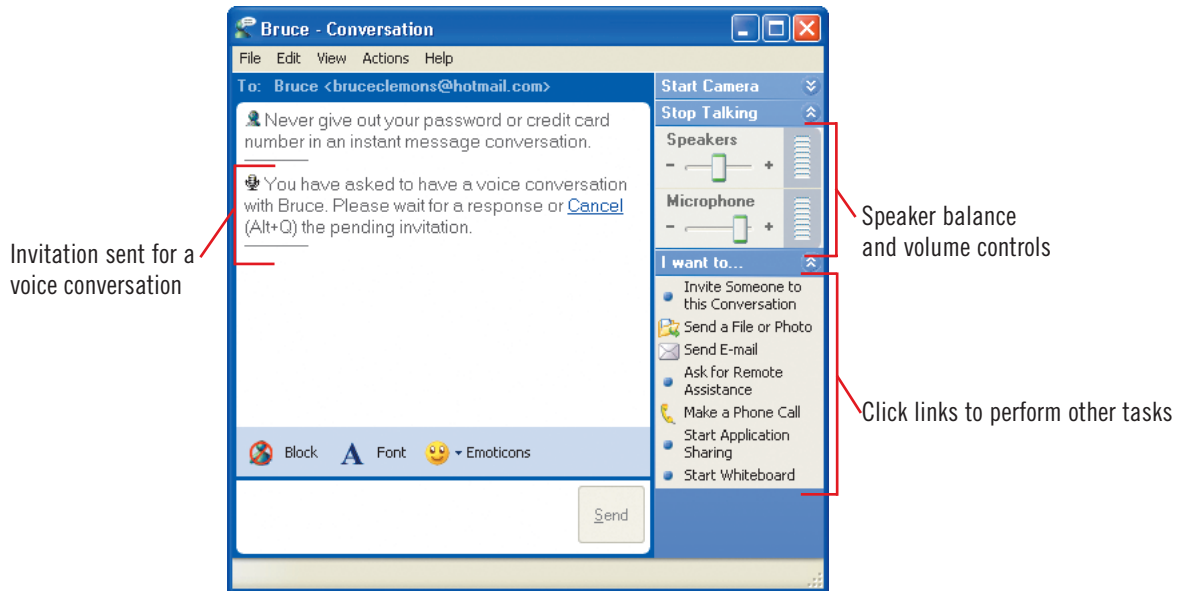
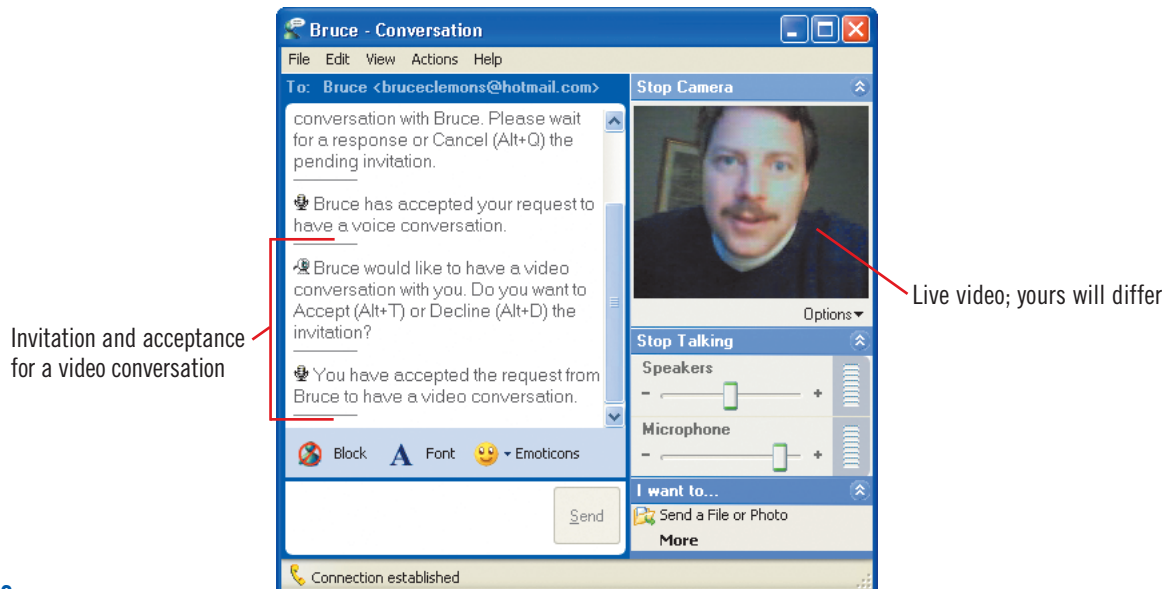


FIGURE I-16: Conversation window with video




## Sending a file or e-mail from Windows Messenger

While you are conversing in Windows Messenger, you can send a contact a file or an e-mail message. You can send many different types of files, including documents, pictures, and music. To send a file, right-click the contact you want to send the file to, click **Send a File or Photo**, navigate to and select the file you want to send, then click **Open**. A request to transfer the file is sent to your contact. You are notified when it is accepted or declined. If your computer is located on a network behind a firewall, you might not be able to send files to those outside the firewall. If you want to send files to those behind the firewall, you need to manually open the connection;

check with your network administrator for details. Before you receive files over the Internet, make sure you have virus protection software on your computer. When you receive a file, a message dialog box related to viruses might open. You can click the link in the Conversation window to open the file or click **File** on the menu bar, then click **Open Received Files**. If you want to send a contact an e-mail message to follow up on a conversation in Windows Messenger, right-click the contact, then click **Send E-mail (e-mail address)**. In the message window, type your message, then click **Send**.



# Sharing Graphical Content

Windows Messenger includes **Whiteboard**, a program that you can use to display and share graphical content. All participants in the Windows Messenger can access a shared whiteboard and make changes interactively to the graphics it displays. A whiteboard can have multiple pages, which users can easily add and delete. You can copy and paste items between the whiteboard and other programs. You can emphasize key points using a highlighter tool or a pointer. Changes to one whiteboard are automatically synchronized with all other whiteboards, unless the user chooses to remove synchronization.  John wants to show Bruce a graphic he has found that he thinks may work well with the company logo. He uses Windows Messenger to share it with him and get his ideas.

## Steps 1 2 3 4



1. In the Windows Messenger window, right-click the name of your online contact, then click **Start Whiteboard**

The Conversation window opens and sends an invitation to your online contact to have a voice conversation.


2. Wait for an acceptance response from your online contact

When you receive an acceptance, the Sharing Session window opens and then the Whiteboard window opens in front of it on both computers. Whiteboard works in a similar way as the Paint program, and many of the buttons in the Toolbox are the same.

3. Draw a picture on the canvas or paste one that you copied from another program

Because the Whiteboards on both computers are synchronized, your contact sees the same thing that you see. You can use the Select Area button  or Select Window button  in the Toolbox to help you quickly paste a selection or window contents into Whiteboard.


4. Click the **Remote Pointer On** button  on the Toolbox

The remote pointer  appears on the Whiteboard, as shown in Figure I-17. This pointer also appears on your contact's Whiteboard. As you drag the pointer around the Whiteboard, the pointer moves in the same way on your contact's Whiteboard.

5. Click  again

The pointer no longer appears on the Whiteboard.

6. Click the **Text** button  on the Toolbox, then type some sample text on the Whiteboard

7. Click the **Pen** button  on the Toolbox, then draw some sample lines and curves on the Whiteboard

As shown in Figure I-18, John writes the text, "This color needs to be changed" and draws a line pointing to the coffee cup. The same changes and comments appear on your contact's Whiteboard. You also see any edits that your contact makes on his Whiteboard.

### QuickTip

To save the contents of the Whiteboard, click File on the menu bar, click Save As, specify a location, then click Save.

8. Click **File** on the Whiteboard menu bar, then click **Exit** to close the Whiteboard window, but do not save any changes

9. Click the **Close Connection** button  on the Sharing Session window, then click the **Close** button on the Conversation window

The sharing session ends and both windows close.

FIGURE I-17: Opening a Whiteboard

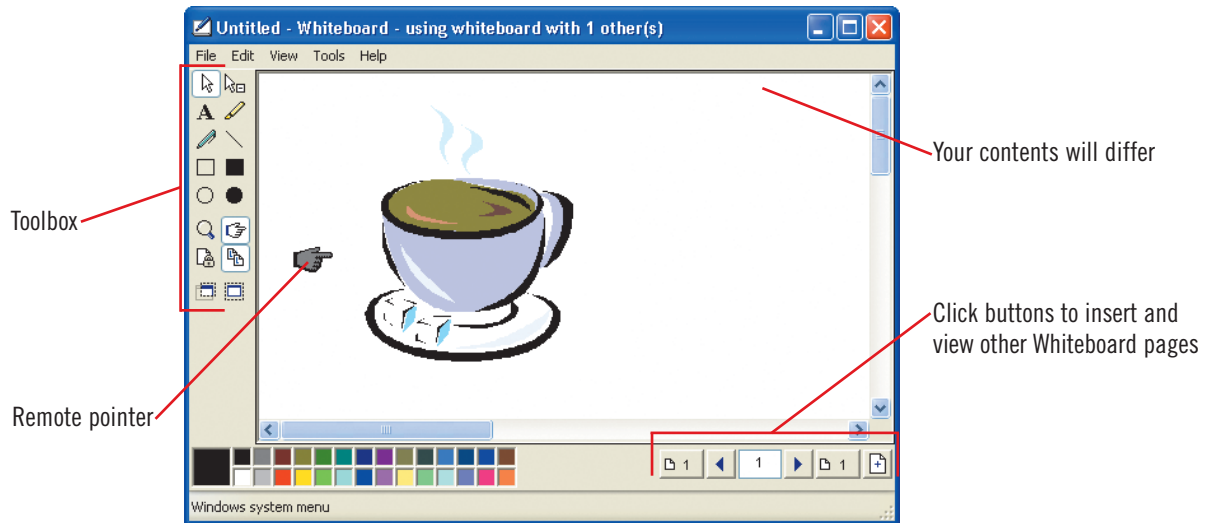
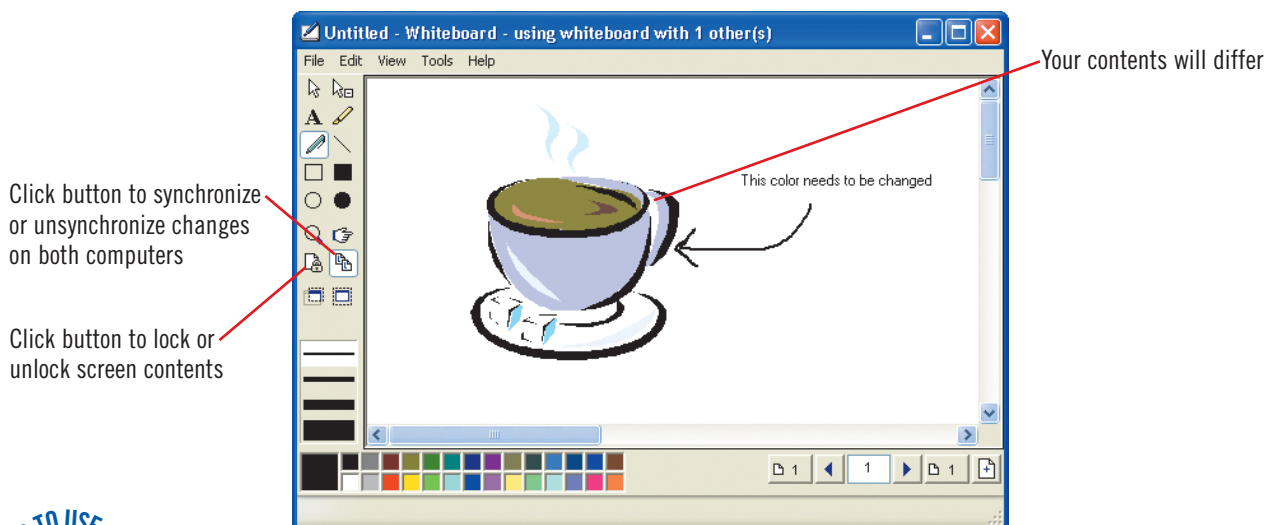




FIGURE I-18: Editing a Whiteboard




## Sharing documents and programs in Windows Messenger

If you need to share information in a specific document or program with others in the conference, you can use Windows Messenger to share your documents and programs. To start application sharing in Windows Messenger, open the document or program you want to share, right-click the contact with whom you want to share, then click **Start Application Sharing**. Upon acceptance of the invitation, click the **App Sharing** button  in the Sharing Session window, click the name of the program in the list of open programs that appears in the Sharing dialog box, then click **Share**. Others can see your document and the program on their computer screens. They cannot work with the document until you give them access to it, which you do by clicking **Allow Control** in the Sharing dialog box. You can click **Close** in the Sharing

dialog box to work in the shared program. The user who clicks the program window “takes control” of the program and can then run any menu commands or make changes to the document. To discontinue sharing, click the program you want to stop sharing in the Sharing dialog box, then click **Unshare**. When you’re finished, click the **Close Connection** button  to close the sharing session. If you have a multi-player game, such as *Age of Empires II*, installed on both computers, you can play the game using Windows Messenger. To invite a contact to play, right-click the contact in the Windows Messenger window, then click **Start program name**. Any game installed on your computer that uses the **DirectPlayLobby** interface appears as an option on the menu.






# Getting Remote Assistance

Sometimes the best way to fix a computer problem is to get help from a friend or colleague who knows how to solve it. If your friend or colleague lives too far away to help you in person, you can use Remote Assistance and an Internet connection to help you get the support and answers you need. With Remote Assistance in Windows Messenger, you can ask a trusted contact in another location to connect to your computer over the Internet and provide support in real-time. After connecting to your computer, you can invite a contact to view your desktop, chat online using instant messages, talk online using a microphone and speakers, and send files. Instead of simply talking about a solution, sometimes you need someone to show you how to perform the steps before you fully understand the procedure. With Remote Assistance, you can give a contact control of your computer whereby he can demonstrate how to perform the procedure using his mouse and keyboard while you watch in real-time. If your computer is located on a network behind a firewall, you might not be able to use remote assistance; check with your network administrator for details.  Bruce Clemons asks John to show him how to make changes in the Control Panel, so he gives John control of his computer using Remote Assistance.

## Steps 1 2 3 4

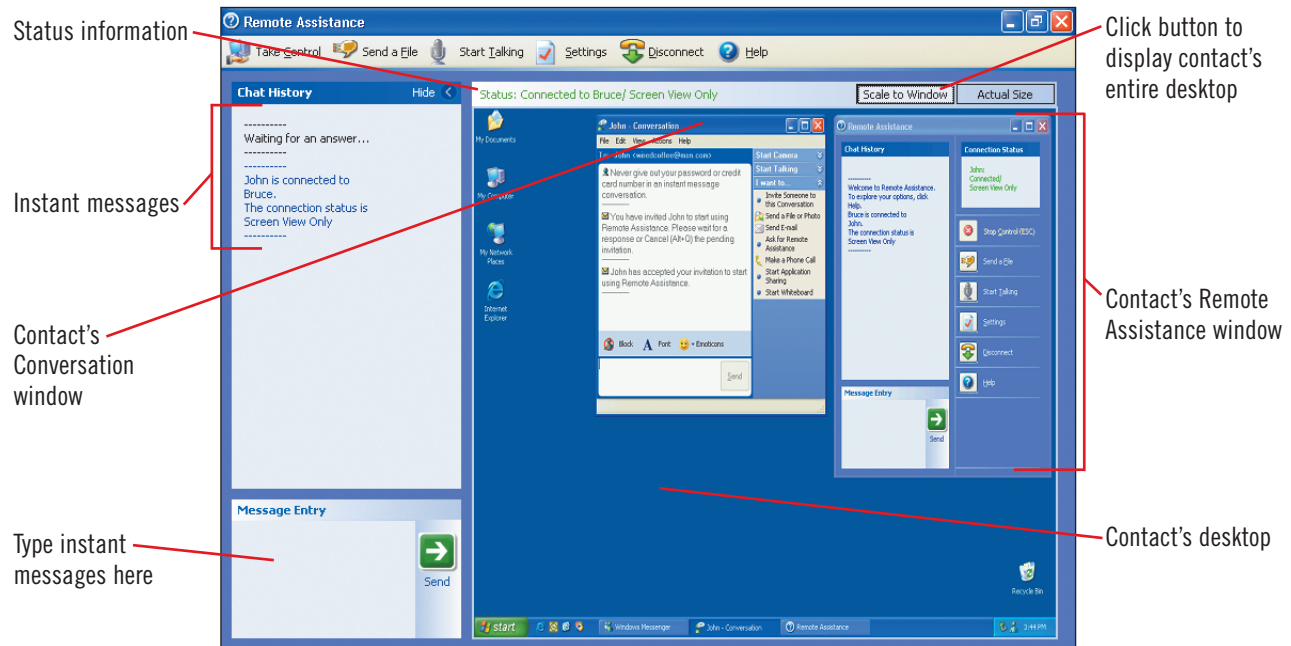
### QuickTip

If you are searching for answers in the Help and Support Center, you can access Remote Assistance from the Help and Support Center home page.

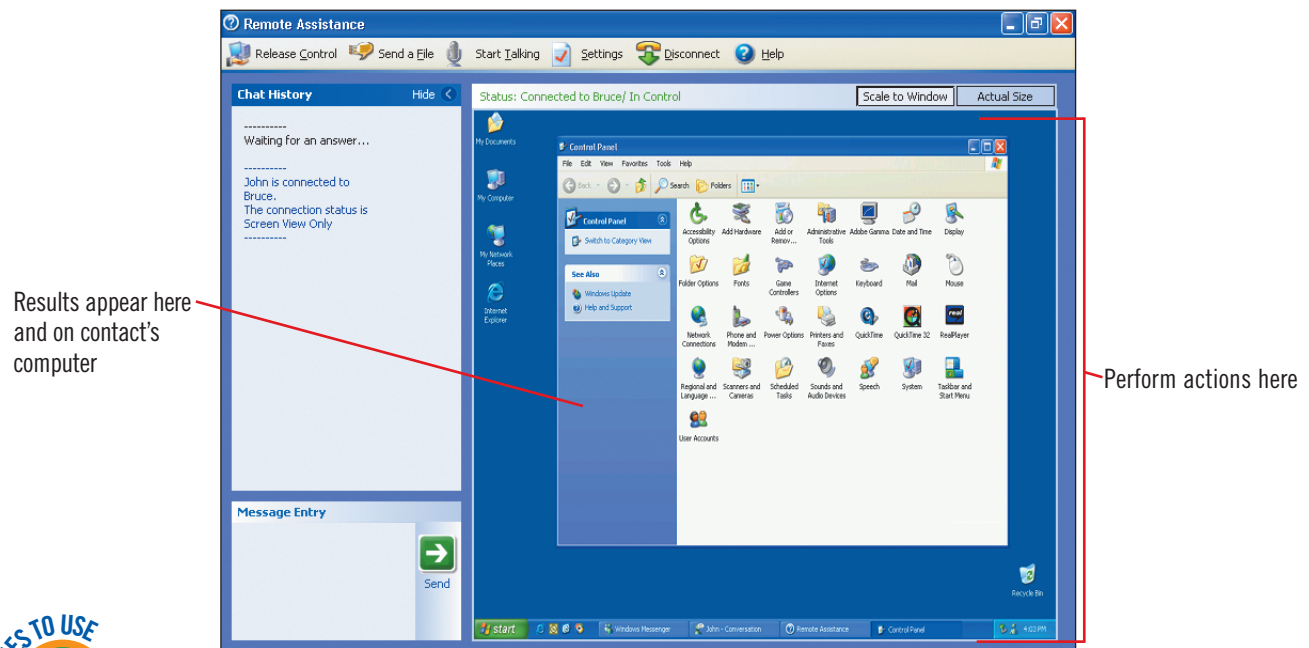
1. In the Windows Messenger, have your contact right-click your contact name, then click **Ask for Remote Assistance**  
The Conversation window opens, and you receive an invitation from your online contact for remote assistance.
2. Click the **Accept** link  
When you receive an acceptance, the Remote Assistance window opens. Your contact receives a Remote Assistance message dialog box.
3. Have your contact click **Yes** to let you view his screen and chat, then click **Scale Window** if necessary to display the entire desktop  
Your contact's entire desktop appears in the Remote Assistance window, as shown in Figure I-19.
4. Click the **Take Control** button  on the toolbar  
Your contact receives a Remote Assistance message dialog box.
5. Have your contact click **Yes** to let you take control of their screen  
The Remote Assistance—Web Page Dialog box appears on your computer, indicating you are now sharing control of your contact's computer.
6. Click **OK** to take control of your contact's computer
7. Click the **Minimize** button in the open windows, click the **Start** button, then click **Control Panel**  
The open windows minimize on the taskbar, and the Control Panel window opens in your Remote Assistance window and on your contact's computer, as shown in Figure I-20. As you demonstrate how to make changes in the Control Panel, each step of the procedure appears in your Remote Assistance window and on his desktop.
8. Click the **Release Control** button  on the toolbar, then click the **Close** button on the Remote Assistance window and Conversation window  
The Windows Messenger window appears.
9. Click **File** on the menu bar, click **Sign Out**, then click the **Close** button on the Windows Messenger window to close it  
If you close the Windows Messenger window without signing out, Windows Messenger stays active in the notification area on the taskbar with the icon .



**FIGURE I-19:** Connecting to a remote computer using Remote Assistance



**FIGURE I-20:** Controlling a remote computer using Remote Assistance



## Making a phone call in Windows Messenger

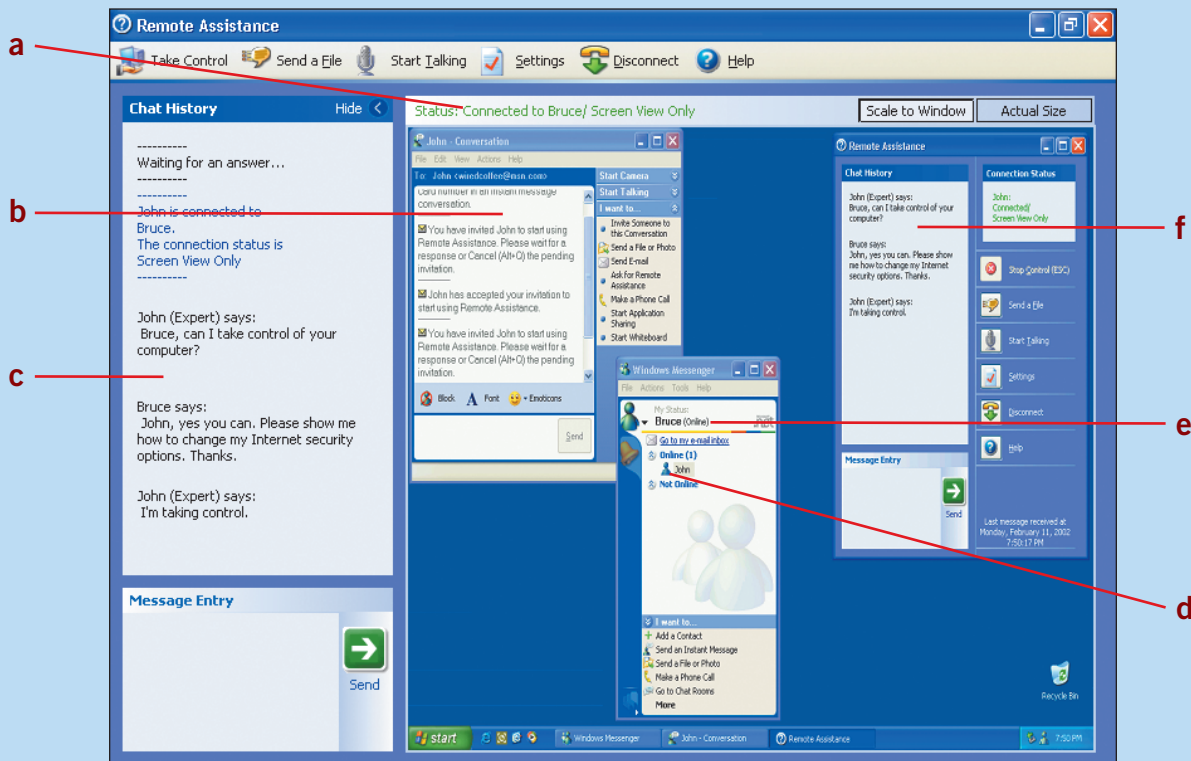
Windows Messenger allows you to dial regular phones through a voice service provider using a modem on your computer. Once the modem connects to the number you are dialing, called the **remote party**, you can pick up your phone and talk. This feature is useful for people who spend long periods of time near their computers because it allows them to place calls without first dialing numbers on a phone. When you use Windows Messenger, having your modem's speakers on is helpful so you can hear what is actually happening with the

connection. To make a phone call from Windows Messenger, click Actions on the menu bar, then click Make a Phone Call. If you need a voice service provider, click Get Started Here and follow the instructions to sign up. In the Phone window, type a phone number, including area code (even for local calls), then click Dial. If your computer is located on a LAN behind a firewall, you might not be able to make phone calls; check with your network administrator for details. When you're done, click Hang Up to end the call.

## ► Concepts Review

Label each element of the screen shown in Figure I-21.

FIGURE I-21



1. Which element indicates you are online in Windows Messenger?
2. Which element indicates a contact is online in Windows Messenger?
3. Which element displays Remote Assistance information?
4. Which element displays online chat messages from your computer?
5. Which element displays online chat messages from your contact's computer?
6. Which element displays invitations to communicate?

Match each term with the statement that describes its function.

7. Instant message
8. Certificate
9. Firewall
10. Whiteboard
11. Remote Assistance

- a. A window in Windows Messenger that allows you to have a typewritten conversation
- b. A security system that creates a protective barrier between your computer and others on the Internet
- c. A window in Windows Messenger that allows you to share graphical content
- d. A window in Windows Messenger that allows you to take control of a computer
- e. A statement that verifies the identity of a person or the security of a Web site

Select the best answer from the list of choices.

12. Which of the following is NOT a security zone?
  - a. Internet
  - b. Intranet
  - c. Trusted sites
  - d. Restricted sites
13. Which of the following are types of certificates?
  - a. Personal and Web site
  - b. Trusted and approved
  - c. Trusted and personal
  - d. Personal and approved
14. You need a .NET Passport to sign in to:
  - a. MSN Explorer.
  - b. Windows Messenger.
  - c. MSN Internet Web sites.
  - d. All of the above.
15. Which of the following is NOT allowed in an instant message?
  - a. Text
  - b. Emoticons
  - c. Formatted text
  - d. Attachments
16. With Windows Messenger, you can:
  - a. Talk with others over the Internet.
  - b. Share a document.
  - c. Provide online help.
  - d. All of the above.
17. Which of the following might cause communication problems with Windows Messenger?
  - a. Cookies
  - b. Certificates
  - c. Firewalls
  - d. Emoticons

## ► Skills Review

1. Set up Internet security.
  - a. Open the Control Panel, then open the Internet Properties dialog box and display security settings.
  - b. Change the security level if possible.
  - c. Display content settings, open the Content Advisor dialog box, then change the content rating for Violence.
  - d. Close the Content Advisor and Internet Properties dialog box without accepting any changes.
2. Protect your Internet privacy.
  - a. In the Control Panel, open the Internet Properties dialog box and display privacy settings.
  - b. Change the privacy level to Low.
  - c. Close the Internet Properties dialog box without accepting any changes.
3. Protect your Internet identity.
  - a. In the Control Panel, open the Internet Properties dialog box and display content settings.
  - b. Open the Certificates dialog box.
  - c. Import the file **JoeJackson.cer** from the drive and folder where your Project Files are located into the Other People tab.
  - d. Remove the Joe Jackson certificate, then close the Certificates dialog box.
  - e. Close the Internet Properties dialog box without accepting any changes.
4. Create a .NET Passport.



*If you already have a .NET Passport, you can skip this section.*

- a. In the Control Panel, open the User Accounts window.
- b. Depending on your network setup, click your computer administrator account and click Set up my account to use a .NET Password, or click the Advanced tab and click .NET Password Wizard.
- c. Follow the step-by-step wizard instructions to attach a password to an existing e-mail address or a new one, which you can create using the wizard.
- d. Close the User Accounts window and the Control Panel window.

**5. Browse the Web with MSN Explorer.**

- a. Start MSN Explorer and sign in if necessary. Switch to Help & Settings and change the picture that represents your account.
- b. Open the [www.windowsmedia.com](http://www.windowsmedia.com) Web site, then play streaming media with the built-in Windows Media Player.
- c. Stop the streaming media, sign out, then close MSN Explorer.

**6. Send and receive instant messages.**

- a. Start Windows Messenger and sign in if necessary.
- b. Double-click a contact currently online, type and send a message, wait for a response, then continue to converse in this manner.
- c. Print the screen. (Press [Print Screen] to make a copy of the screen, open Paint, click Edit on the menu bar, click Paste to paste the screen into Paint, then click Yes to paste the large image if necessary. Click the Text button on the Toolbox, click a blank area in the Paint work area, then type your name. Click File on the menu bar, click Page Setup, change 100 % normal size to 50% in the Scaling area, then click OK. Click File on the menu bar, click Print, then click Print.)
- d. Close the Conversation window.

**7. Communicate with others.**

- a. In Windows Messenger, start and have a voice conversation with an online contact.
- b. If available, start a video conversation, then stop the camera when you're done.
- c. Stop talking, then close the Conversation window.

**8. Share graphical content.**

- a. In Windows Messenger, start Whiteboard.
- b. Use the Whiteboard tools to draw an image that includes text. Synchronize the content and use the remote pointer.
- c. Exit the Whiteboard window without saving changes, close the connection, then close the Conversation window.

**9. Get remote assistance.**

- a. In Windows Messenger, ask for remote assistance from an online contact.
- b. Instruct your contact to accept the invitation, then click Yes to let the contact view your screen and chat.
- c. Instruct your contact to scale the window to display the entire desktop if necessary.
- d. Instruct your contact to take control of your desktop and perform a task for you to see.
- e. Instruct your contact to release control back to you, then close the Remote Assistance window.
- f. If you are working on a lab computer, delete any contacts that you added to Windows Messenger.
- g. Sign out in Windows Messenger, then close the program window.

## ► Independent Challenge 1

You work at a small pet shop supply company called PetStop. Because you have some experience with computers and the Internet, your manager asks you to set Internet security and privacy settings for company computers.

- a. Open the Internet Properties dialog box from the Control Panel.
- b. Display security settings, then change the security level for the Internet to High if possible.
- c. Print the screen. (Refer to Step 6c in the Skills Review for screen printing instructions.)
- d. Display privacy settings, then change the privacy level to High.
- e. Print the screen. (Refer to Step 6c in the Skills Review for screen printing instructions.)
- f. Override cookie handling for a Web site you choose, then close the Per Site Privacy Actions dialog box.
- g. Close the Internet Properties dialog box and the Control Panel without accepting any changes.

## ► Independent Challenge 2

You manage an international computer security company called Secure-One International. You want to test out your security system with noncertified certificates. Joe Jackson, an employee, created his own certificate and tries to pass it off as an authorized certificate from a trusted Certification Authority.

- a. Open the Internet Properties dialog box from the Control Panel. Display content settings, then open the Certificates dialog box.
- b. Import the file **JoeJackson.cer** from the drive and folder where your Project Files are located into the Other People tab.
- c. Print the screen. (Refer to Step 6c in the Skills Review for screen printing instructions.) Draw a circle around the name or organization who issued the certificate.
- d. Remove the Joe Jackson certificate, then close the Certificates dialog box.
- e. Close the Internet Properties dialog box and the Control Panel without accepting any changes.

## ► Independent Challenge 3

You are working in a regional office as a financial service advisor for Point Financial Services. As the financial markets move up and down during the day, you want to send instant messages to clients and other advisors at the main office.

- a. Select a partner who has access to a Windows XP computer with an Internet connection and Windows Messenger, and add your partner to your Contacts list if necessary.
- b. Choose a time for instant messaging, then start Windows Messenger. Select your contact and send an instant message.
- c. Wait for a response (this may take a few moments), then continue to converse in this manner.
- d. Save the online chat text as **PointFS** on the drive and folder where your Project Files are located.
- e. If you are working on a lab computer, delete any contacts that you added to Windows Messenger.
- f. Sign out and close the Windows Messenger window.

## ► Independent Challenge 4

You are a student at Midwest University, and you will collaborate with another student on a project this semester. Because you commute to the university from a distance, you want to be able to work on the project on your home computer while communicating efficiently with your partner.

- a. Select a partner who has access to a Windows XP computer with an Internet connection and Windows Messenger, and add your partner to your Contacts list if necessary.
- b. Choose a time for an audio and video conference, then start Windows Messenger.
- c. Select your contact, then use audio and video (if available) to communicate about your project.
- d. Print the screen. (Refer to Step 6c in the Skills Review for screen printing instructions.)
- e. Open one of your software programs (such as Microsoft Word), create a document for your project (such as a short project proposal), then share the document with your partner.
- f. Print the screen. (Refer to Step 6c in the Skills Review for screen printing instructions.)
- g. Stop the audio and video conversation and the application sharing.
- h. If you are working on a lab computer, delete any contacts that you added to Windows Messenger.
- i. Sign out and close the Windows Messenger window, then close any other open windows.



## ► Visual Workshop

Re-create the screen shown in Figure I-22, which displays the Remote Assistance window in Windows Messenger. Some of the information on the screen, such as contact names, will differ. Print the screen. (Refer to Step 6c in the Skills Review for screen printing instructions.)

**FIGURE I-22**

